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**Personnel**



**NEWCOMERS ORIENTATION FLIGHT**

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This instruction implements AFD 36-21, *Utilization and Classification of Air Force Military Personnel*, and governs the 939th Air Refueling Wing Newcomers' Orientation Flight. The newcomers' orientation flight program is associated with the newcomer treatment and orientation (INTRO) Program outlined in AFI 36-2103. This instruction applies to all personnel assigned to the 939th Air Refueling Wing and stationed at the Portland Air National Guard Base.

**SUMMARY OF REVISIONS**

This revision changes unit designation from 939<sup>th</sup> Rescue Wing to 939<sup>th</sup> Air Refueling Wing. A bar ( | ) designates revision from previous edition.

**1. Concept of Operations.**

1.1. The concept of first impressions has long been formally recognized in our society as something with everlasting importance. Also recognized within the 939th Air Refueling Wing is the difficult task of recruiting and retaining qualified, committed reservists to support the wing's mission. Therefore, a wing process action team (PAT) was formed to address identified problems with the previously existing newcomers' orientation program. The newcomers' orientation flight was developed as a result of this PAT process with an intended goal of making organizational newcomers feel more welcome and providing initial training that will render new members an immediate asset to their units.

**2. Responsibilities.**

2.1. 939th Air Refueling Wing Commander will:

2.1.1. Ensure the implementation of the newcomers' orientation flight.

2.2. 939th Air Refueling Wing Vice-Commander will:

- 2.2.1. Manage the newcomers' orientation flight.
- 2.2.2. Participate in the selection board for positions of newcomers flight chief and assistant flight chief.
- 2.2.3. Ensure adequate office space, computer resources, funds and support is provided for the newcomers' orientation flight staff in order to achieve program objectives.
- 2.2.4. Help the newcomers' orientation flight staff resolve disputes or problems.
- 2.2.5. Ensure functional area representatives who are designated to provide training/briefings are present at their designated times and locations.
- 2.2.6. Ensure point of contact (POC) is provided to resolve problems that may arise with computer assets in Building 300, training room.
- 2.3. Group/Squadron Commanders will:
  - 2.3.1. Fully support the newcomers' orientation flight.
  - 2.3.2. Ensure newcomers complete the entire training process.
  - 2.3.3. Ensure a squadron sponsor has been assigned for all newcomers.
- 2.4. 939th Military Personnel Flight Commander will:
  - 2.4.1. Ensure all newcomers receive a formal welcome letter prior to their first unit training assembly (UTA).
  - 2.4.2. Ensure all newcomers are provided a newcomers' welcome package/binder containing vital information as prescribed by the newcomer's flight chief.
  - 2.4.3. Ensure MPF support is available and provides in-processing support.
- 2.5. 939 LRS Transportation Flight Commander will:
  - 2.5.1. Provide access to available bus/van transportation to transport newcomers to training/activity locations.
- 2.6. Newcomers' Orientation Flight Chief (OIC/NCOIC) will:
  - 2.6.1. Supervise the newcomers' orientation flight.
  - 2.6.2. Ensure all assigned presentations are accomplished. Functional area representatives who fail to show up at the designated time for briefings/presentations will be reported to the vice-commander.
  - 2.6.3. Coordinate schedules of all newcomers with military personnel and recruiting services.
  - 2.6.4. Act as focal point for reception and in processing of newcomers.
  - 2.6.5. Ensure all newcomers receive a base orientation tour.
  - 2.6.6. Ensure all required pay documentation is processed for all newcomers.
  - 2.6.7. Handle all lodging related problems/issues that arise with newcomers.
  - 2.6.8. Work with unit INTRO managers to ensure a smooth transition from the newcomers' orientation flight to units of assignment.

- 2.6.9. Ensure newcomers attend all required briefings and training sessions.
- 2.6.10. Review all completed in-processing checklists for newcomers prior to their release back to their units of assignment.
- 2.6.11. Help resolve all concerns and conflicts expressed by newcomers.
- 2.6.12. Seek constant feedback from newcomers to continually improve this process.
- 2.6.13. Periodically brief newcomer orientation flight experiences to select audiences.
- 2.6.14. Participate in future newcomer process action teams (PATs).
- 2.6.15. Maintain a newcomers' orientation flight continuity binder.
- 2.6.16. Serve as flight chief for a period of 3 months.

2.7. Assistant Flight Chief will:

- 2.7.1. Assist the flight chief in all duties listed under section 2.6.
- 2.7.2. Act as flight chief in the absence of the appointed flight chief.
- 2.7.3. Serve as assistant flight chief for a period of 3 months followed by a 3-month tour as the flight chief.

2.8. Support member will:

- 2.8.1. Carry out all duties as assigned by the flight chief and assistant flight chief.
- 2.8.2. Serve in this position for a period of 6 months.

2.9. Immediate supervisor will:

- 2.9.1. Ensure newly assigned personnel are scheduled for and participate in the newcomers' orientation flight prior to initial assignment to individual organizations.
- 2.9.2. De-conflict any formal training school dates with the newcomer's flight chief.
- 2.9.3. Update all local unit training records with the information provided on the newcomers training flight report after the newcomer has completed the orientation.
- 2.9.4. Assign a squadron sponsor upon notification that a newcomer has been assigned to the unit.

**3. Waiver Procedures.** Group commanders will request waiver from newcomers' orientation in writing through the wing commander or the vice-commander. Only the wing commander or vice-commander have the authority to grant a waiver.

**4. The newcomer's orientation flight is not responsible for unit specific issues.**

**5. Sign-In Sign-Out Procedures.** Members of the newcomers' orientation flight will sign in and out with their respective units.

**6. Selection Criteria/Process for Newcomers' Orientation Flight Chief, Assistant Flight Chief and Support Person.**

- 6.1. Selection Board

6.1.1. Consists of the wing vice-commander, command chief master sergeant and at least one unit first sergeant.

6.1.2. Convenes quarterly to consider volunteers for newcomers' orientation flight chief, and assistant flight chief.

6.2. Candidate Eligibility:

6.2.1. Will be staff sergeant or above.

6.2.2. Will not be in a retraining status.

6.3. Qualifying Attributes:

6.3.1. Available for duty periodically during the month.

6.3.2. Outgoing.

6.3.3. Present a professional image while in uniform.

6.3.4. Familiar with the mission and history of the 939th Air Refueling Wing.

6.4. In order to be considered, the following documents must be submitted:

6.4.1. Letter of recommendation from member's commander.

6.4.2. Resume summarizing member's military and civilian work experience and goals.

6.4.3. Composition, not to exceed one typed page, addressing the following: "Why do I desire to become the newcomers' orientation flight chief?" and "Why do I think I would make a good flight chief?"

6.4.4. Any letters of recommendation the candidate would like to submit for consideration.

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